

Charlotte Child Development Center

*In Service at St. Luke’s Lutheran Church*

Family Guide

2021

3200 Park Road

Charlotte, NC 28209

704-523-0800

# THE CHARLOTTE CHILD DEVELOPMENT CENTER

## Our Mission:

*The mission of Charlotte Child Development Center is to provide a foundation for learning through hands- on exploration, focusing on an early education experience that encompasses the four key areas of development, and to do so in an environment that values the whole child as a social, intellectual and active participant in their educational journey.*

## Our Curriculum and Program Goals:

CCDC uses the *Creative Curriculum* as a framework for creating a stimulating learning environment.

## Goals of our program include:

* Meet individual needs based on the child’s own learning style and rate of development
* Help children develop a love of learning by using children’s individual interests and backgrounds as the basis for learning activities
* Provide opportunities for children to make discoveries and be creative
* Provide support and encouragement to parents and assist them in dealing with child development problems

## Ethical Responsibilities to Children- Adopted from NAEYC 2007

“Childhood is a unique and valuable stage in the human life cycle. Our paramount responsibility is to provide care and education in settings that are safe, healthy, nurturing, and responsive for each child. We are committed to supporting children's development and learning; respecting individual differences; and helping children learn to live, play, and work cooperatively. We are also committed to promoting children's self-awareness, competence, self-worth, resiliency, and physical well-being.”

## Ideals

* To be familiar with the knowledge base of early childhood care and education and to stay informed through continuing education and training.
* To base program practices upon current knowledge and research in the field of early childhood education, child development, and related disciplines, as well as on particular knowledge of each child.
* To recognize and respect the unique qualities, abilities, and potential of each child.
* To appreciate the vulnerability of children and their dependence on adults.
* To create and maintain safe and healthy settings that foster children's social, emotional, cognitive, and physical development and that respect their dignity and their contributions.
* To use assessment instruments and strategies that are appropriate for the children to be assessed that are used only for the purposes for which they were designed, and that have the potential to benefit children.
* To use assessment information to understand and support children's development and learning, to support instruction, and to identify children who may need additional services.
* To support the right of each child to play and learn in an inclusive environment that meets the needs of children with and without disabilities.
* To advocate for and ensure that all children, including those with special needs, have access to the support services needed to be successful.
* To ensure that each child's culture, language, ethnicity, and family structure are recognized and valued in the program.
* To provide all children with experiences in a language that they know, as well as support children in maintaining the use of their home language and in learning English.
* To work with families to provide a safe and smooth transition as children and families move from one program to the next.

## Ethical Responsibilities to Families-Adopted from NAEYC 2007

“Families are of primary importance in children's development. Because the family and the early childhood practitioner have a common interest in the child's well-being, we acknowledge a primary responsibility to bring about communication, cooperation, and collaboration between the home and early childhood program in ways that enhance the child's development.”

* To be familiar with the knowledge base related to working effectively with families and to stay informed through continuing education and training.
* To develop relationships of mutual trust and create partnerships with the families we serve.
* To welcome all family members and encourage them to participate in the program.
* To listen to families, acknowledge and build upon their strengths and competencies, and learn from families as we support them in their task of nurturing children.
* To respect the dignity and preferences of each family and to make an effort to learn about its structure, culture, language, customs, and beliefs.
* To acknowledge families' childrearing values and their right to make decisions for their children.
* To share information about each child's education and development with families and to help them understand and appreciate the current knowledge base of the early childhood profession.
* To help family members enhance their understanding of their children and support the continuing development of their skills as parents.
* To participate in building support networks for families by providing them with opportunities to interact with program staff, other families, community resources, and professional services.

# Center Operations

The Center serves children ages birth through 4 years of age who need full time care.

### Our address, phone number and email address is:

The Charlotte Child Development Center

Physcial address: 3200 Park Road, Charlotte, NC.28209 Mailing address: 231 S Downs Way Fort Mill, SC 29708 Office Phone: (704)523-0800

### Director: Cynthia Kara Barnes

**Director Email address:** **d.ccdc3200@gmail.com** **Director Cell: 704-615-4506**

### Parking

Parking is available in the parking lot and along side the Marsh Road entrance to the Center. Additionally, please make certain to not park in the fire lane or to block the entry from Marsh Road and we would advise that you do not leave your car unlocked or unattended. Children are to be supervised at all times when they are in the parking lot.

###  Hours of Operation/Children’s Schedules:

The Center is open 7:00 am until 6:00 pm, Monday through Friday. Your schedule is determined at enrollment and is used to determine the flow of staff through the center. It is very important to stay consistent with your child’s stated schedule, but if you need to change your times for arrival and departure please call the office. One time changes, vacations etc. can be managed directly through your child’s caregiver; the office only needs to be notified if you have an on-going time change.

### Office Hours

The Center office is open 7am to 4pm daily to assist you in manageing accounts and any other Center business questions. All voice mail messages left after 4pm will be returned the next business day.

CCDC uses email to communicate Parent Updates, parent information and parent group activities and any meetings. We correspond through email regularly throughout each business day and will return emails sent after 6pm the next business day.

There are times in which technology fails us. If you do not have a response back within a reasonable time, please do not hesitate to reach out to us again.

### Center Closings

New Year’s Day

Martin Luther King Day

\*President’s Day Teacher work day closed to students Good Friday

Memorial Day Independence Day Labor Day

\*Columbus Day/Staff training day closed to students Thanksgiving Holiday (2) days

Christmas Holiday 3-5 days

### Star Program Standards

The Program of CCDC operates under the standards for high quality early childhood education programs as established North Carolina 5 Star programs. The standards include low teacher-to-child ratios, small group sizes, stringent teacher qualification, a developmental program, and opportunities for parent involvement.

### Our Faculty, Staff and Director

The Center Director is responsible for oversight of all operations, as well as maintaining relationships with our parents, staff and campus community. The Director welcomes feedback and is always available to hear concerns and comments.

Educated, experienced teachers staff our classrooms. All Center staff have been through criminal background checks (repeated every 3 years), FBI fingerprinted, and provide credible references prior to employement. Other North Carolina requirements are medical,TB test, CPR and First Aid. Continuing education is required by the state depending on individual education. The Faculty participates in professional development opportunities throughout the year; these usually include organizational meetings, teacher workshops, and professional conferences.

### Our Parents

Once enrollment is completed, we encourage parents and children to visit the Center and talk with the child’s teacher(s) before full-time care begins. Visits after enrollment are encouraged and should be coordinated with the teacher(s).

We strongly encourage parental participation in the program. Suggestions for involvement include:

* Accompanying children on field trips
* Coming to the Center for lunch with your child
* Being available as a resource person or volunteer for the classroom; and
* Participating in the various activities/events the Parent Room Moms sponsor throughout the year.

**The Charlotte Child Development Center Members and Officers**

The Director and the CDC Board oversee operation and assist in shaping Center policy in accordance with licensing, sanitation and accreditation rules and regulations. The Center Director serves as an ex-officio member, providing the founders and board members with the information necessary to ensure the health and efficiency of Center operations. Charlotte CDC is a non-profit 501c3 company as of 2012.

### Our Curriculum

CCDC uses “*The Creative Curriculum”* as our guide for all center themes and “webs”. Each classroom teaching team creates a lesson plan based on the interests and developmental stage of the children in each classroom. Some teams choose a monthly theme that they create a “web” around. A web is simply the intertwing of all areas of educational focus using the theme to define that focus. For instance if the children are interested in ancient egypt, the art projects might revolve around making hyrogliphics, the science center might focus on mummies and books might give further insight into ancient times. Other teams, especially in the classrooms where the children cannot verbally give their input, tend to lean toward a weekly or monthly theme with daily proposed activities. Teachers are required by licensing to post their weekly/monthly plans so if you have questions about your teams activities do not hesitate to ask them for a copy.

### Our Security Procedures

It is essential that we control traffic in the building at all times, therefore, activity within the building and on Center grounds is monitored at all times by the faculty and staff.

Our systems of precautionary measures include security locks on doors with key pad access, regularly conducted emergency evacuation drills, emergency release forms and daily communication between our parents and our teachers.

All full time enrolled families will have access to the keypad code for entry into the center. Please do not share the code. In order to maintain the integrity of our security measures we ask that anyone that is picking up or dropping off your child that is outside of your immeditate family be instructed to come to the Center office first and we will escort them to your child’s classroom once we have confirmed that they are a valid\* drop-off/pick-up person.

\*As part of your enrollment package you will have had the opportunity to designate who is allowed to drop off /pick-up your child. Please understand that we will not allow your child to be released to anyone that is not on your drop off/pick-up list under any condition. We encourage our Parents to constantly monitor this list as to keep it current.

### Our Emergency Care Procedures:

All of our staff and faculty are trained in CPR and basic emergency First Aid, AED as required by NC Child Care Licensing Law. In the event of an accident that creates a need for medical attention, we will follow the following “Emergency Care Plan”.

### Minor Injuries

In the event of a fall, bump, cut, etc. that is deemed a minor injury, a staff or faculty member will administer first aid and, depending on its severity, will contact you. Additionally, you will receive an Incident Report out ling exactly what happened, what attention was given and what your child’s behavior was post treatment.

### Major Injuries

In the event of an accident that requires advanced medical attention we will call 911 and have the child transported via Emergency Rescue to the designated or nearest emergency facility. We will contact the parent. We will instruct the emergency room staff to proceed if life saving techniques are required but will await further instruction from the parent if further more extensive treatment is necessary

At least one staff or faculty member will remain with your child at all times until you or someone you have designated arrives and feels comfortable with us leaving.

### Our Emergency Evacuation Procedures Fire

We conduct monthly fire drills so that the children and the faculty can safely evacuate the building in the event of a real emergency. These drills are a surprise and are conducted as if it where a real emergency.

### Off Campus Evacuation

**Area Evacuation**

In the event that the larger area needs to be evacuated we will relocate the children by classroom to Selwyn Presbyterian Child Development Center.

In the event that we are required to be off campus for longer than 1 hour and it is determined that we need you to come and pick up your child, we will call families using the information that has been provided to us via your child’s emergency contacts.

Any changes and/or evacuation information will provided via the Center’s answering machine as soon as we safely arrive at the evacuation area and are able to further determine our length of stay.

*Please Note: If you are in the building when the evacuation alarm sounds please follow the faculty’s directions and evacuate with the children. Please understand that we will not be able to accept or release a child to a parent during an evacuation due to our responsibility to account for each child. Parents must wait until the all clear has been issued and the children are back in their classrooms to take possession of their child*.

## Inclement Weather Procedure-updated 4/2020

At times it will be necessary to close or delay the Center for inclement weather. For the purpose of definition of “Inclement Weather” this includes snowy or icy conditions. Our policy does not apply to hurricanes at this time.

**DELAYS**: If the weather is a challenge and CMS delays, ***we will automatically delay 3 hours from opening (10am) and post so on WSOCTV, send a message through Procare and/or a group text.***

**CLOSINGS:** If the weather is a challenge and CMS closes, we will delay for 3 hours reassess the conditions and may decide to close for the day. ***If we do decide it is too much a risk for staff and families to be out on the roads, we will post status as CLOSED on WSOCTV, send a group email to families through our Procare system and if possible a text message.***

**Due to COVID 19 if CMS is not in session as a reference, all inclement weather decisions will be made by leadership based on the feasibility of staff/families getting to the school safely.**

### Our Enrollment Requirements and Fees

Parents who wish to enroll their child are asked to set up an appointment with the Director where they will: tour the Center, meet the staff, receive a prospective parent information packet and be given an opportunity to secure a position on our waiting list\*.

**Waiting List Fee**: To reserve a position on the waiting list a non-refundable fee of $50.00 applies.

*\*Please Note: Securing a space on the waiting list does not guarantee enrollment.*

***Upon acceptance of a child’s enrollment in the program, one week’s tuition is due within 1 week of acceptance. Should a spot become available, monthly tuition will be charged to keep your child’s space in the center.***

Should you choose to enroll your child in the program, families should complete our Enrollment Packet. Once the Enrollment Packet is completed and returned to our office we will review it and notify you as to the status of your enrollment and a perspective start date. *Please Note: Incomplete items prohibit us from granting admission.*

**Registration Fee**: Upon enrollment families will pay a $175 registration and the first week of tuition.

### Annual Parent Fee:

CCDC adopted an Annual Parent Fee beginning January of 2011. The fee will be charged to all families every year in the amount of $175.00 per child. The fee will be a part of our annual tuition agreement and administered through the center office under their family policy and procedure guidelines.

### TUITION

Center tuition is charged for an average program day of 9 hours. At the time of enrollment, you are asked to give us your child’s time of arrival and departure. (7-4pm/ 7:30-4:30pm/ 8-5pm/ 8:30-5:30pm/ 9-6pm). Our Center program is monitored by North Carolina Rated License accreditation requiring stringent staff to child ratios, smaller class sizes, organized curriculum and teacher education levels. We staff according to the schedules our families provide at the beginning of each program year. If you need to change your child’s time of arrival or departure, please contact the office.

#### Fee Schedule

CCDC financial agreement is between the parent(s) of record and the Center. The Center will not mediate collections of tuition with parties not on the enrollment agreement, i.e. parents or guardians that are separated, divorced or any form of third party.

## Current fees are as follows for 2019-January 2021

|  |  |
| --- | --- |
| **Young Infants** | **$1400** |
| **Older Infants** | **$1400** |
| **Toddlers** | **$1343** |
| **Preschool I (2&3’s)** | **$1290** |
| **Preschool II (3-5)** | **$1223** |

\* Tuition is billed on the first for the current month of care. Additional payment option would be drafts on the 1st and 15th each month. All tuition and associated fees are non-refundable.

A $50.00 Non-Sufficient Fund fee will be assessed to each account if your draft cannot be processed due to insufficient funds.

*Tuition schedules have been aligned to follow the calendar year from January thru December with tuition increases occurring annually in January with an estimated 2-4% increase.*

**\*Tuition is required regardless of absence due to illness, vacation, holidays or closing due to operational or enclement weather**.

### State Funded or Subsidy Families:

As part of our on-going community service we offer care to families that take part in Child Care Resources and other third party subsidy funding. The parent is responsible for any difference between what subsidy pays and what the tuition fee is at the center.

### Withdrawal Policy

A ***30 day written notice*** of intent to cease enrollment from the center is required for all students. Families that need to leave the center prior to a ***30 day notice*** are welcome to pay the remaining tuition at the time they render notice to the Center.

*Please Note: The Center operates 12 months per year filling classroom vacancies as they arise throughout the year. Vacancies created from summer withdrawals will be filled immediately. Families that would like to cease enrollment for the summer will be placed back on the waitlist and reenrolled on a first come first served, space available basis.*

### DAILY PROCEDURES

**Arrival & Pick-up**

Due to COVID19 the required procedure for drop off and pick up is as follows:

1. Parent will wear a mask at drop off and pick up
2. Walk through the playground to their child’s room
3. Will answer heath questions and have their child’s temperature taken and recorded by staff before leaving your child
4. If you are dropping off after 9am please make sure your child has breakfast.
5. **No drop offs after 10am** without speaking with the Director. (this should not be frequent)

When you bring your child in for the day we ask that you notify your teacher of your arrival and sign your child in via your child’s respective sign-in sheet which is posted outside the child’s classroom. At this time we also ask that you notify the teacher if you will be picking up your child ahead of his or her normal pick-up time. This is to ensure that the teacher has time to prepare the child for your arrival. We would also ask that you notify the teacher if someone other than yourself will be picking up the child.

Each classroom has its own bathroom facilities. After signing your child in, we ask that both the parent and the child wash their hands prior to joining the other children or joining in the class’s activities.

As you are preparing your child to enter the class for the day please take this time to make the teacher aware of any pertinent information (medicine requirements for the day, lack of sleep the previous night, changes in the home, etc.).

Once the child’s hands have been washed he or she is welcome to join in with his or her classmates and begin the day. We ask that you help our teachers and staff by acknowledging your child before your departure as it helps the child and teachers, especially the younger ones, to begin to adapt to the class and gain some reassurance that you will be returning.

During the day should you wish to stop in and visit, please feel free to do so. We welcome and encourage parent involvement and simply ask that you let the teacher know ahead of time that you will be visiting.

**Due to COVID 19 this is prohibited at this time.**

We now use KidReports as our daily note. You should receive real time updates on your child’s care and feeding routines, any accident report will need to be signed in KidReports and at the classroom on paper. Once your child is signed out for the day you will receive a PDF sent to your email that is a recap of the day.

Once you have gotten your “Activity Sheet”, checked your child’s folder and gathered your child’s belongings we ask that you sign your child out for the day before leaving the center.

*\*Please Note: If a child is left in the Center past 6 p.m. a faculty member will call your authorized escorts to facilitate a pick-up and the center reserves the right to assess the family an additional “Late Fee”. Late Fees are $50.00 for the first 30 minutes from 6:01pm-6:30, and so forth.*

*Habitual offenders will be in jeopardy of losing their enrollment status.*

*If the child is still at the Center after 7:00 p.m., law requires us, to call the Department of Social Services (DSS) to arrange care for the child.*

*Any escort must present picture identification when picking up the child. Faculty will not release a child to an escort without proper identification and authorization.*

### Daily Schedule

Each day is set up to offer your child a balance of emotional, social, physical and intellectual development. The following is a typical schedule for the toddlers through five year olds:

7:00 AM - 9:00 AM Arrival, self directed play - inside/outside

8:30 AM Breakfast

9:30 AM - 11:00 AM Morning activities: Painting, coloring, puzzles, games, songs, records, stories, Group activities, Learning Centers, Self directed Outside Play\*, Resource visitors, Field trips

11:00 AM - 11:30 AM Prepare for lunch

11:30 AM - 12:00 PM Lunch

12:00 PM - 1:00 PM Self directed play - inside/outside

1:00 PM - 3:00 PM Quiet Time\*

3:00 PM - 3:30 PM Snack

3:30 PM - 6:00 PM Afternoon activities inside/outside

### Quiet Time

After lunch, the Center has a Quiet Time. Infants sleep throughout the day according to their individual sleep schedules, but the rest of the children will use this time to rest. Children who do not sleep during this time may rest for a while and then play quietly. Each classroom has its own unique napping needs. It is left up to the discretion of the teaching staff as to how the two hours are administered. We are unable to keep a child from taking a nap.

During our Summer Center months, the summer Center attendees’ use this time to read, to draw, to do puzzles etc. These children may also bring personal electronic equipment or homework to do during these rest periods.

### Outside Play

Outside playtime is an extension of our classroom curriculum. Your child will be engaged in creative activities that will enhance their development. The weather in North Carolina is comfortable most of the year. We follow the North Carolina Division of Child Development requirement that children are provided outside time with careful consideration of extreme conditions and high/low temperatures. **COVID 19 licensing regulations require classrooms to be outside at separate times. This change has breakfast served earlier to allow all rooms the outside time of 1 hour daily.**

***Ozone***: One of the limitations regarding outside playtime concerns ozone conditions. In the summer months the Center administration monitors the ozone levels and adjusts the amount of time the children spend outside accordingly. Ozone classifications do not go into effect until noon when the heat, sun and air combine determining air quality. During days classified as “Green” or “Yellow”, we maintain our regular schedules. On days that are classified as “Orange” we will modify our outside time in the mornings and the afternoons. On days that are “Red” we do take the children outside only in the morning.

*Please Note:* ***We request that families make sunscreen application part of their daily routine****. Second applications will be applied after nap time and consist of our center-wide chosen sunscreen brand. Families will sign waivers at the beginning of summer for the duration of the calendar year.*

### Clothing

As mentioned previously our playground is an extension of our classrooms and daily programs. In order for your child to enjoy participating in these programs, please have him or her dressed for the weather.

If it has just rained, we would recommend sending boots, if it is raining lightly; waterproof outer clothing is needed; if it snows, send mittens, etc. In general, durable clothing that can withstand the energetic activity of young children is usually the best.

If the day is extremely cold, in addition to your child’s coat/jacket/snowsuit, please send a hat, mittens, or gloves, boots, and an extra sweater. We will probably be outside for only a brief time, but children need to run around, have some large muscle activity, and get some fresh air.

Since our children are involved in active and sometimes messy play it is important that they wear comfortable and easily washable clothes. We ask that each parent provide at least one complete change of clothing to be used as back up. As with all of your child’s things, these should be labeled with your child’s name. The clothing will be kept in your child’s cubby and used as needed.

### Shoes

The outdoor environment is an extention of our classroom. Children need to come to the center with closed toed shoes or sandles with heel straps that fit securely. Please leave cowboy boots and other hard toed/heeled shoes at home as they can present play hazards.

We take all precautionary methods to ensure that your child’s belongings are well cared for however; the center is not responsible for loss or damaged belongings including clothing.

*Please Note: Children are not permitted to wear any shirts, jackets, sweatshirts, jewelry or articles that are tied around the neck. Hooded jackets, sweatshirts, and shirts that have drawstrings present a major hazard for children. The cord can become caught while a child is climbing, sliding, or engaged in other active play and result in choking or other serious injury. The same risk is associated with necklaces, lockets, keys, or any other article hung around the neck.*

### Class Changes and Transitions

**Due to COVID19 visiting classrooms is not permitted by law. If your child is moving up his items will be moved by his teachers to the next room Friday after you check out and you will drop him at his new room the following Monday.**

Your child's movement to the next class depends on three things: availability of space, the child's development and age. We take every precaution to make this transition as easy as possible for both the parent and the child. We begin the process by gradually introducing your child into his or her next class through visits to the new room. This gives the child the opportunity to familiarize themselves with the new teachers, new room and new classmates while at the same time knowing that they will be able to return to the familiar surroundings of their own classroom. After the third or fourth visit we find that the child is able to assimilate into the new classroom with minimal disruption. Our all-center fall move up is the exception to the rule. During our transition week all children will move directly to their new class without formal visiting time.

*Please Note: North Carolina Licensing law, as well as our accreditation agencies, require that children be moved into new classrooms at certain ages. If you would like to know more about these transitions please contact us and ask to receive a copy of the North Carolina Summary of the Law which includes a basic chart that outlines these requirements.*

### NUTRITION

Meals prepared at the Center daily adhere to USDA standards for content, quality and quantity. Your child’s meal is served in his or her classroom.

Menus are posted weekly on the bulletin board and are available to you for home use upon request.

Children are not expected to clean their plate as appetites vary from child to child and from day to day. Children are not allowed to bring any food (including sweets and gum) into the classroom. It is our policy to limit sweets and sugar served to the children.

Parents are encouraged to join their child for lunch from time to time in the classroom. The mealtime schedule is as follows:

### Breakfast 9:00 AM - 9:30 AM

**\*8:30 for All Rooms**

### Lunch 12:00 PM – 1:00 PM

**PM Snack 3:00 PM**

The lunch count is taken at 9:00 AM for both parent and child. We ask that if your child is going to arrive later than 10:00 AM that you phone the Center office and notify us that your child will be at Center in time for lunch so that we may prepare a meal for him or her.

### Homemade Treats/Birthday Parties

**Due to COVID19 we are unable to have any outside treats. All typical gatherings are cancelled until further notice.**

While the staff of CCDC will always enjoy treats made with love from home, the licensing rules that govern our classrooms are much more detailed.

* For birthdays or classroom celebrations treats of any kind must be in the original labeled container with the ingredients clearly visable. This is to protect our classmates that have severe allergies to many common baking ingredients such as eggs, nuts, etc.
* Birthday treats must be in pre-packaged single serving sizes (i.e. cupcakes, chips, veggies with single serving dressing, ice cream, etc.)
* No candles or latex balloons are allowed in the Center for the safety of the children.
* Schedule any classroom activity with your child’s teachers at least two weeks in advance to ensure that it is worked into the classroom schedule.

### HEALTH AND WELLNESS

**Hand washing**

**New COVID19 policy: As children enter the building their hands will be sanitized or washed.**

One of our most effective lines of defense against infection is hand washing. You are asked to wash both your child’s hands and your own hands as you enter the classroom each day. Faculty members are required to practice stringent and specific hand washing procedures throughout the course of each day as well.

### Immunizations and Physical

We ask that you provide documentation\* of current immunizations and a current physical from your child’s attending physician upon starting class. We are only able to accept forms signed by a NC or SC doctor. We also ask that you continue to provide documentation of future immunizations as they occur, so as to keep our records current.

*\*North Carolina law requires the Center to have a current medical record on file for each child attending the Center. The record must be completed by the child's physician and submitted prior to the child's first visit.*

### A Sick Child

From time to time your child will inevitably have a “minor” illness. Children are expected to have about 7-8 respiratory or gastrointestinal illnesses a year. Most illnesses seem to be concentrated in the winter months when children are in closer contact with each other. The most common types of illnesses we see are Fever, Diarrhea and Colds.

**Due to Covid19 we are not able to care for children who exibit any signs of illness. Health checks will be conducted daily at drop off and throughout the day. Please do not give your child fever medicine prior to arrival.**

The Center understands that children will have runny noses and coughs. If a child comes to the center with a cold, we believe that he or she should be able to follow our daily routine. If your child is unable to participate in regular classroom activities we ask that he/she remain home in your care until they are well enough to attend the Center. We will send home children that are unable to participate in the classroom routein and are uncomfortable due to illness.

Should your child develop a fever (a **temperature of 100° or more**) while at Center, we ask that you come and pick up your child as soon as possible but **no later than 30 minutes** after being phoned by the office.

In the event that your child has diarrhea while at Center we will notify you and ask you to come and get your child. We ask that any child with diarrhea be kept out of Center a minimum of the following school day. Once your child’s stool has returned to a normal composition your child may return\*. If it is determined by our child's physician (in writing) that the diarrhea is going to last a while and is not infectious, the child may return to the Center temporarily. If symptoms continue to create loose stools that are unable to be contained in your child’s diaper, they will be asked to be picked up until the symptoms stop. Uncontainable stools are a health and sanitation issue for staff and other children.

Occasionally one of our children catches a communicable disease, has a serious injury or is admitted for surgery, these events are viewed as “major” illnesses. Our policy regarding major illnesses requires that prior to re-admittance\* that we receive a statement from your child’s attending physician acknowledging that it is safe for not only for your child to return, *but that is safe for your child to return as it relates to the other children at the Center.*

In the event that your child is diagnosed with a communicable disease, we ask that you call the Center with the diagnosis as soon as possible so that we may notify our other families if necessary. We will also take care to notify the Health Department if necessary and follow any precautions they deem necessary.

#### Typical Illnesses and typical return time lines:

|  |  |
| --- | --- |
| **Yellow or Green eye discharge** /Red or pink eyewith clear constant tearing/or Conjunctivitis | 24-48 hours after starting the eye drops and **no****discharge** *\*recommend seeing eye specialist for diagnosis* |
| Ring Worm or other unidentified rash | 24 hours after starting medication –Dr’s note req. |
| Strep Throat | 48 hours after being sent home and on antibiotics |
| Diarrhea/Vomiting/Fever | 36 hours after being sent home and symptom free |

*\*Please Note****: Licensing rule .0804 and Sanitation law .2827 require the Center Director and Staff to maintain the health and wellness of all children while they are at the center.*** *For that reason admittance back into the Center following an absence due to health related reasons is at the sole discretion of the Center Director and/or the Staff. This also applies when a child becomes ill while at Center and must leave due to due to illness*.

### Medication

Children and illness go hand in hand. We ask that parents administer all necessary medicine to their children at home. When this is not possible we follow the policies for administration below.

*Administering Medication*

The following are the Charlotte Child Development Center guidelines for administering medicines. These guidelines were developed specifically for our Center and in all instances either follow or exceed the requirements of the North Carolina Division of Child Development.

* Parents must administer the “**first dose**” of any “**new**” medication at home.
* All medication (prescription and non-prescription) will be stored in the medicine refrigerator or locked up in the classroom or the office. Center Leadership, when authorized by either physician or parent, will administer these medications. Prescription Epipen is the only exception; these will be stored in the classrooms for immediate administration to the children.
* Before administering any medication, the label will be checked. If the medication has expired or is not the medication listed on the medication authorization form, we will not administer the medication to the child.

*Prescription Medications*

* Require specific written instructions for administration signed by the physician and authorization by the parent or guardian for dispensing by the Administrator or person designated to give medications at the Center.
* Must be in original, childproof, pharmacy container, labeled with child’s name, name of drug, strength, dosage, frequency of administration, physician’s or dentist’s name and date of original prescription.
* The authorization for administration of prescription medication must not exceed a period of three months.

*Non-Prescription Medications*

*All non prescription medication, regardless of item, requires a licensing medication form to be signed and with the “medication”.*

* Non-prescription medications include decongestant, teething remedies, topical creams & ointments.
* Require specific written instructions for administration signed by the physician or authorization by the parent or guardian for dispensing by the Administrator or person designated to give medications at the Center. Updated every 6-12 months as required by licensing.
* Must be in original container with legible label and child’s name. Always read the label on all non-prescription ointments and creams to ensure that manufacturer’s recommendations are followed.
* Requires parental or guardian request in writing on a given day that the medication is to be administered specifying dose and time. Must follow specific instructions on the medication container, length of time given cannot exceed the medication instructions.
* Diaper cream, sunscreen and lip balm requires only a note signed by a parent, specifying time and dosage. It must be in original container with legible label and child’s name.

**Unprecidented Infectious Disease**

The global pandemic of 2019 and beyond has the Center considering how operations should work in such a situation. If there is an outbreak of contagious illness determined to affect our area, we will do the following.

1. Contact the Board and Church regarding the concern.
2. Follow the Center for Disease Control health advisors, and the NC DHHS requirements to continue to provide care.
3. Increase our cleaning both by staff and our professional cleaning crew.
4. Inform parents/church of our current changes to operations.
5. Allow ‘at risk’ staff furlough through the event
6. If we choose to close temporarily, communicate what will be accomplished during the closure and when the center will reopen. **(Closure could also be based on lack of staff due to the illness).**

During the COVID19 pandemic childcare centers are considered essential businesses to ensure that first responders are able to meet the needs of the community. It is a difficult decision to close or to stay open. Following the direction of the CDC and other regulatory agencies is the only way to know which way to steer the center.

# Family Support Policy

### CCDC’s Learning Environment

We at the Charlotte Child Development Center, believe that each child is unique and can bring to our program valued qualities and skills. We also believe that most children can benefit from a social environment that includes people of many different backgrounds, abilities and perspectives. Our environment and resources allow us to provide for the diverse needs of our community. In order to serve our community well, teachers and families may occasionally require professional consultation or special services from agencies outside the Center. We will support efforts to help our children contribute positively in the classroom; however, we realize that we are not always successful in meeting the needs of every child. The Center is not a therapeutic setting, but a place for children to develop the broad range of skills necessary for forming lasting and meaningful relationships with other people and their environment.

When a child enrolls at the Center, appropriate placement for the child is determined through discussions between the director and parents, classroom visits and possible consultation with current teachers. If the child is transferring from another program, the Center may request past and current records and prior evaluations of the child by professionals.

Based on available information and in consultation with the child’s prospective teachers, the director will determine whether the Center can provide a suitable environment for a child or, if not, will try to assist the parents in finding a better placement.

If a child enters our program and at some point during the year it becomes evident that the child’s developmental or emotional needs are greater than what the Center can reasonably provide, the following procedure will be instituted:

* The child will be observed in the classroom setting by teachers, the director, and with permission from the parents, professionals from outside agencies.
* After observation, the director, parents, teachers and/or other professionals will meet to discuss and develop a strategy to best meet the needs of the child.
* Once a developed strategy has been put in place, periodic reviews will be scheduled. Open and frequent communication among all involved parties is imperative during this time to make the child’s experience successful. Further assessment will be based on input from parents, classroom teachers, the director and special service professionals as well as the behavior of the child while at Center.
* After a sufficient time, a determination will be made about the child’s continued presence in the classroom.

At this time it will be determined that: 1) the classroom is a suitable place for the child, 2) professional consultation or special service is necessary, with the expectation that temporary intervention will enable staff and children to develop skills necessary for a mutually beneficial relationship or 3) Charlotte Child Development Center is unable to meet the child’s needs.

When the staff sees the necessity for professional consultation, but parents decline to use offered services, the parents may be asked to seek placement for their child in another program.

If through consultation, the Center’s staff determines they are unable to meet a child’s needs, the director will notify the parents of the decision and offer assistance in finding a more suitable placement for their child.

*At Charlotte Child Development Center, the safety and well being of the entire class must always have priority over the individual needs of any given child. We hope to accommodate as diverse a population as possible in the belief that diversity strengthens and enriches all members of a community.*

### Additional Important Information

**Custody Issues**

In the event that court documents govern custody and visitation of a child, it is necessary for you to file a copy of the court documents with our office. If a non-custodian attempts to enter the building or to pick up the child at an unauthorized time, we will ask the individual to leave the campus. If the individual in question does not cooperate, we will then phone the police and ask them to escort the individual off campus grounds based on the court documents. We will always utilize the custodial parent as the point of contact for the family.

### Photography

From time to time photographs (still, movie, video tape) will be taken of the children to identify a child that is participating in a project, to document an accomplishment or to share with you. Photographs are not intended to be used for publicity or media reports. In the event that we wish to use a photo which contains an image of your child, we will ask your permission prior to doing so. If for some reason you do not wish for your child to be photographed please let us know.

### Birthdays and Family Celebrations

Each child's birthday may be celebrated in the classroom. You may arrange with your child’s teachers to bring cupcakes and ice cream if you so desire. Parents are asked not to bring gifts or balloons to the center. Baked products brought into the center must be store bought and have the nutrition label on the box/container. Remember no latex balloons, glass containers or age inappropriate toys. **Due to COVID19 all on campus events and socials are suspended**

### Conferences

We ask that you attend parent-teacher conferences each year. A teacher or a parent may call a conference at any time if there are concerns about your child’s development or classroom behavior. Conferences allow both staff and families to accurately stay focused on your child’s development and make possible adjustments to care plans throughout the year. Our center calendar posts the dates for conferences well in advance so families are able to plan for these important meetings.

### Parent Participation

We encourage our parents and families to participate in school activities such as holiday events, field trips and other social events. **Due to COVID19 all on campus events and socials are suspended.**

### Field Trips- Preschool II

From time to time your child will have the opportunity to go on a field trip to another location so as to further his or her learning experience. You will be provided with information concerning the trip and we encourage you to use this information at home to enrich the learning experience of your child.

Additionally, you will also receive a permission slip for the trip. In order for your child to accompany the class on the field trip we must have your permission. Please sign and return the slip to your child’s teacher at least twenty-four hours prior to the class departing for the trip. We utilize the center bus, van as well as the CATZ bus system for trips.

### Tobacco

Charlotte Child Development Center is a tobacco, smoke and Vape free facility and campus.

**Rules regarding Safe Sleep and Shaken Baby/Abusive Head Trauma**

Infant/Toddler Safe Sleep Policy (Revised 2006)-Direct NC law

**Date Update Adopted: 8-15-2006**

**Sudden Infant Death Syndrome (SIDS) is the unexpected death of a seemingly healthy baby for whom no cause of death can be determined based on an autopsy, an investigation of the place where the baby died and a review of the baby's clinical history.**

**Child care providers can maintain safer sleep environments for babies that help lower the chances of SIDS.** *N.C. law requires that child care providers caring for children 12 months of age or younger, implement a safe sleep policy, share this information with parents and participate in training.*

*In the belief that proactive steps can be taken to lower the risks of SIDS in child care and that parents and child care providers can work together to keep babies safer while they sleep, this facility will practice the following safe sleep policy:*

*Safe Sleep Practices*

1. **All child care staff working in this room, or child care staff who may potentially work in this room, will receive training on our infant Safe Sleep Policy.**
2. **Infants will always be placed on their backs to sleep, unless there is a signed sleep position medical waiver on file. In that case, a waiver notice will be posted at the infant’s crib and the waiver filed in the infant’s file.**
3. **The American Academy of Pediatrics recommends that babies are placed on their back to sleep, but when babies can easily turn over from the back to the stomach, they can be allowed to adopt whatever position they prefer for sleep.**
4. **We will follow this recommendation by the American Academy of Pediatrics. However, child care staff can further discuss with parents how to address circumstances when the baby turns onto their stomach or side.**
5. **Visually checking sleeping infants. Sleeping infants will be checked daily, every 15-20 minutes, by assigned staff. The sleep information will be recorded on a Sleep Chart. The Sleep Chart will be kept on file for one month after the reporting month. We will be especially alert to monitoring a sleeping infant during the first weeks the infant is in child care.**

**We will check to see if the infant’s skin color is normal, watch the rise and fall of the chest to observe breathing and look to see if the infant is sleeping soundly. We will check the infant for signs of overheating including flushed skin color, body temperature by touch and restlessness.**

1. **Steps will be taken to keep babies from getting too warm or overheating by regulating the room temperature, avoiding excess bedding and not over-dressing or overwrapping the baby.**

**Safe Sleep Environment**

1. **Room temperature will be kept between 68-75°F and a thermometer kept in the infant room.**
2. **Infants' heads will not be covered with blankets or bedding. Infants' cribs will not be covered with blankets or bedding. We may use a sleep sack instead of a blanket.**
3. **No loose bedding, pillows, bumper pads, etc. will be used in cribs. We will tuck any infant blankets in at the foot of the crib and along the sides of the crib mattress.**

**10 Toys and stuffed animals will be removed from the crib when the infant is sleeping. Pacifiers will be allowed in infants’ cribs while they sleep.**

1. **A safety-approved crib with a firm mattress and tight fitting sheet will be used.**
2. **Only one infant will be in a crib at a time, unless we are evacuating infants in an emergency.**
3. **No smoking is permitted in the infant room or on the premises.**
4. **All parents/guardians of infants cared for in the infant room will receive a written copy of our Infant/Toddler Safe Sleep Policy before enrollment.**
5. **To promote healthy development, awake infants will be given supervised “tummy time” for exercise and for play.**

# Prevention of Shaken Baby Syndrome and Abusive Head Trauma

Belief Statement for ***Charlotte Child Development Center***

We,believe that preventing, recognizing, responding to, and reporting shaken baby syndrome and abusive head trauma (SBS/AHT) is an important function of keeping children safe,protecting their healthy develo pment, providing quality child care, and educating families.

### Background:

SBS/AHT is the name given to a form of physical child abuse that occurs when an infant or small child is violently shaken and/or

there is trauma to the head. Shaking may last only a few seconds but can result in severe injury or even

death1. According to North Carolina Child Care Rule (child care centers, 10A NCAC 09 .0608, family ch ild care homes, 10A NCAC 09 .1726), each child care facility licensed to care for children up to five years of age shall develop and adopt a policy to prevent SBS/AHT2.

### Procedure/Practice Recognizing:

\*Children are observed for signs of abusive head trauma including irritability and/or high pitched crying, difficulty staying awake/lethargy or loss of consciousness, difficulty breathing, inability to lift the head, seizures, lack of appetite, vomiting, bruises, poor feeding/sucking, no smiling or vocalization, inability of the

eyes to track and/or decreased muscle tone. Bruises may be found on the upper arms, rib cage, or head resulting from gripping or from hitting the head.

### Responding to:

If SBS/ABT is suspected, staff will: Call 911 immediately upon suspecting SBS/AHT and inform the director.

* Call the parents/guardians.
* If the child has stopped breathing, trained staff will begin pediatric CPR.

### Reporting:

Instances of suspected child maltreatment in child care are reported to Division of Child Development and Early Education (DCDEE) by calling 1-800-859-0829.

Instances of suspected child maltreatment in the home are reported to the county Department of Social Services. 704-336-3000

Prevention strategies to assist staff \* in coping with a crying, fussing, or distraught child

Staff first determine if the child has any physical needs such as being hungry, tired, sick, or in need of a di aper change.

If no physical need is identified, staff will attempt one or more of the following strategies:

* + Rock the child, hold the child close, or walk with the child.
	+ Stand up, hold the child close, and repeatedly bend knees.
	+ Sing or talk to the child in a soothing voice.
	+ Gently rub or stroke the child's back, chest, or tummy.
	+ Offer a pacifier or try to distract the child with a rattle or toy.
	+ Take the child for a ride in a stroller.
	+ Turn on music or white noise.
	+ Other O ther

### In addition, the facility:

Allows for staff who feel they may lose control to have a short, but relatively immediate break away from the children.

Provides support when parents/guardians are trying to calm a crying child and encourage parents to take a calming break if needed.

Other Prohibited behaviors Behaviors that are prohibited include (but are not limited to):

* + shaking or jerking a child
	+ tossing a child into the air or into a crib, chair, or car seat
	+ Pushing a child into walls, doors, or furniture

Strategies to assist staff members understand how to care for infants Staff reviews and discusses:

The five goals and developmental indicators in the 2013 North Carolina Foundations for Early Learning a nd Development, ncchildcare.nc.gov/PDF\_forms/NC\_Foundations.pdf

*How to Care for Infants and Toddlers in Groups, the National Center for Infants, Toddlers and Families,* [*www.zerotothree.org/resources/77*](http://www.zerotothree.org/resources/77)*‐how‐to‐care‐for‐infants‐and‐toddlers‐in‐groups*

*Including Relationship‐Based Care Practices in Infant‐Toddler Care: Implications for Practice and Polic y, the Network of Infant/Toddler Researchers, pages 7‐9,* [*www.acf.hhs.gov/sites/default/files/opre/nitr\_inquire\_may\_2016\_070616\_b508compliant.pdf*](http://www.acf.hhs.gov/sites/default/files/opre/nitr_inquire_may_2016_070616_b508compliant.pdf)

**Strategies to ensure staff members understand the brain development of children up to five years of age**

* + All staff take training on SBS/AHT within first two weeks of employment.
	+ Training includes recognizing, responding to,

and reporting child abuse, neglect, or maltreatment as well as the brain development of children u p to five years of age.

* + Staff review and discuss:

Brain Development from Birth video, the National Center for Infants, Toddlers and Families, [www.zerotothree.org/resources/156](http://www.zerotothree.org/resources/156)‐brain‐wonders‐nurturing‐healthy‐brain‐development‐from‐bi rth

* + The Science of Early Childhood Development, Center on the Developing Child, developing child.harvard.edu/resources/inbrief‐science‐of‐ eecd/
	+ Resources

List resources such as a staff person designated to provide support or a local county/community r esource:

o Staff Person: Director to contact CCRI

### Parent web resources

* + The American Academy of Pediatrics: [www.healthychildren.org/English/safety](http://www.healthychildren.org/English/safety)‐prevention/athom e/Pages/Abusive‐Head‐Trauma‐Shaken‐Baby‐Syndrome.aspx 

The National Center on Shaken Baby Syndrome: <http://dontshake.org/family>‐resources  The Period of Purple Crying: <http://purplecrying.info/>

* + Other

### Facility web resources

* + Caring for Our Children, Standard 3.4.4.3 Preventing and Identifying Shaken Baby Syndrome/Ab usive Head Trauma, [http://cfoc.nrckids.org/StandardView.cfm?StdNum=3.4.4.3&=+](http://cfoc.nrckids.org/StandardView.cfm?StdNum=3.4.4.3&=%2B)
	+ Preventing Shaken Baby Syndrome, the Centers for Disease Control and Prevention, [http://centerforchildwelfare.fmhi.usf.edu/kb/trprev/Preventing\_SBS\_508‐](http://centerforchildwelfare.fmhi.usf.edu/kb/trprev/Preventing_SBS_508)a.pdf

References

1. The National Center on Shaken Baby Syndrome, [www.dontshake.org](http://www.dontshake.org/)
2. NC DCDEE, ncchildcare.dhhs.state.nc.us/general/mb\_ccrulespublic.asp
3. Shaken baby syndrome, the Mayo Clinic, [www.mayoclinic.org/diseases‐](http://www.mayoclinic.org/diseases)conditions/shaken‐babysyndro me/basics/symptoms/con‐20034461
4. Pediatric First Aid/CPR/AED, American Red Cross, [www.redcross.org/images/MEDIA\_CustomProductCatalog/m4240175\_Pediatric\_ready\_reference.pdf](http://www.redcross.org/images/MEDIA_CustomProductCatalog/m4240175_Pediatric_ready_reference.pdf) 5.Calming Techniques for a Crying Baby, Children’s Hospital Colorado, [www.childrenscolorado.org/con](http://www.childrenscolorado.org/con) ditions‐andadvice/calm‐a‐crying‐baby/calming‐techniques
5. Caring for Our Children, Standard 1.7.0.5: Stress <http://cfoc.nrckids.org/StandardView/1.7.0.5>

### Application

This policy applies to children up to five years of age and their families, operators, early educators, substit ute providers, and uncompensated providers.

### Communication Staff

Within 30 days of adopting this policy, the child care facility shall review the policy with all staff who provide care for children up to five years of age.

* + All current staff members and newly hired staff will be trained in SBS/AHT before providing care for children up to five years of age.
	+ Staff will sign an acknowledgement form that includes the individual's name, the date the center's policy was

given and explained to the individual, the individual's signature, and the date the individual signe d the acknowledgment

* + The child care facility shall keep the SBS/AHT staff acknowledgement form in the staff member’ sfile.

### Communication Parents/Guardians

* + Within 30 days of adopting this policy, the child care facility shall review the policy with parents/ guardians of currently enrolled children up to five years of age.
	+ A copy of the policy will be given and explained to the parents/guardians of newly enrolled childr en up to five years of age on or before the first day the child receives care at the facility.
	+ Parents/guardians will sign an acknowledgement form that includes the child’s name, date the chi ld first attended the facility, date the operator’s policy was given and explained to the parent, pare nt’s name, parent’s signature, and the date the parent signed the acknowledgement.
	+ The child care facility shall keep the SBS/AHT parent acknowledgement form in the child’s file.
* For purposes of this policy, "staff" includes the operator and other administration staff who may be cou nted in ratio, additional caregivers, substitute providers, and uncompensated providers.

Effective Date : July 23, 2018 This policy was reviewed and approved by:

Owner/Director (recommended) Date DCDEE Child Care Consultant (recommended) Date

**Acknowledgement Pages**

Parent or guardian acknowledgement form: I, the parent or guardian of\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ acknowledges that I have read and received a copy of the facility's Shaken Baby Syndrome/Abusive Head Trauma Policy, Safe Sleep Practices and the North Carolina Law for Child Care Centers.

**Child’s Name**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date of Enrollment**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Date policy given/explained to parent/guardian   Signature of parent/guardian    Date**

**Acknowledgment Page Continued**

* By acknowledging this document via your signature(s) you are witnessing that you have read this handbook and that you agree to follow all of its policies and procedures, that you agree to be available for immediate response in case of emergency, that you will keep up with important information updates, maintain current -- addresses, phone numbers, medical exams, etc., that you will respect the faculty and staff as professionals and work with them to provide your child a nurturing environment to grow and prosper and that you will respond to requests by School representatives for information in a timely manner.
* **Safe Drop off and Pick Up**: **Drop off ends at 10am each day**. Parents must sign their child in and out each day to ensure the staff are taking over care of your child. **Due to COVID 19 parents are prohibited from entering the school building at any time. Drop off at your child’s classroom back door. Your child’s temperature will be taken prior to being received into the classroom. Please do not drop you child on the playground during outside time as protocol requires the temperature to be recorded before any contact with the classroom or other children takes place.**
* You are informed of **“Emergency Care Plan**” as outlined in this handbook and in agreement with the School’s processes and procedures regarding the care of your child in the event of an injury or emergency.
* **CCDC is a smoke and ‘vape’ free** facility and campus. ***Meaning no form of tobacco can be used on or around the property.***
* You are informed of “**Parent Participation Policy”** which includes room parents, special events, volunteer chaperoning, and celebration of staff and child birthdays. **COVID19 prohibits shared baked goods or other celebratory items at this time.**

**Photo Policy:** We understand that the school photographs our child for the purpose of developmental documentation *and allow* the school to use those images internally and for promotional purposes on occasion.

**What to Expect from our Infant and Toddler Programs:**

**Infants:**

* Infants need to bring- diapers, wipes, a minimum of 3 changes of clothes and any diaper cream.
* The infant/toddler meal plan needs to be filled out and signed by both parent and teacher (up to 15 mos.)
* Infants are on their own individualized schedule until 11 mos. where we move toward the toddler schedule for eating and napping. We also move from a bottle to sippy cup and crib to cot prior to the move to toddlers.
	+ They will also be required top bring a spill proof water cup along with their transition to sippy cups for milk
* Infants with pacifiers must be without strings, stuffed animals or anything attached, labeled and in a baggie.

**Toddlers/Twos:**

* Toddlers need to bring diapers, wipes and a minimum of 3 changes of clothes and any diaper cream.
* Toddlers will need to bring a backpack 16-18” long and must contain all of your child’s belongings (except diaper items)
* A spill proof water cup that will go home daily to be cleaned and returned
* A blanket 24” square, no pillow
* Pacifiers are not recommended for this age group

**Threes/Fours/Fives:**

* All children will need to bring a backpack 16-18” long and must contain all of your child’s belongings
* \*Children that are still potty training will need to pack “Pull Up” style training pants (not diapers) and wipes\*
* A spill proof water cup that will go home daily to be cleaned and returned
* A blanket 24” square, no pillow

***All ages please leave personal toys at home***

**Our Enrollment Requirements and Fees**

I (we) understand that we have enrolled our child(ren) and are expected to pay registration, tuition and annual registration fees in accordance with the school policies. We understand that tuition and fees are non-refundable. We understand that bank draft or credit card on file will be required of all new and existing families. We understand that in the event we do not follow the financial guidelines that applicable fees will be applied to our account.

**Tuition** All tuition and associated fees are non-refundable and due regardless of attendance or operation. Tuition is subject to increase annually 3-5% in the summer.

1. **Withdrawal Policy**: ***30-day written notice* of** intent to cease enrollment from the school is required for all students. Families that need to leave the school prior to a ***30-day*** *notice* are welcome to pay the remaining tuition at the time they render notice to the School.
2. **Holiday and School Closings**: Typically include 12 Federal Holidays, 2 Teacher workdays and 1 or more additional. See calendar for this year’s specific closings.
3. **Inclement Weather when delays or closings occur:** For purpose of definition “inclement weather “includes snowy and/or icy conditions. *Currently our policy does not provide for hurricanes.* The decision to close or delay will take in consideration the safety of all parents and staff. Each decision is made event specific with the standard for what to expect below:

If weather appears to be a challenge *AND CMS* ***Delays***- **we will delay for two hours as a standard operating procedure.**

If weather appears to be a challenge *AND CMS* ***CLOSES***-**we will delay for two hours as a standard operating procedure. We May decide before announcing the delay that closing is the better choice and if so will, at that time, post the CLOSED status instead of a delay status.**

**Due to COVID 19 if CMS is not in session as a reference, all inclement weather decisions will be made by leadership based on the feasibility of staff/families getting to the school safely.**

1. **Power or Utilities:** In the event we lose power or use of utilities (water, heat, or air), we will have **2 hours** restore. If we are unable to restore water or electricity, you will be notified and have 30 minutes to pick your child up .

*\*\*All communication of delays or closings will be posted on WSOC TV 9 no later than 5am.*

***Typical Illnesses and typical return time lines***: **Due to COVID 19 staff and children are prohibited from attending the school if any cold symptoms are present.**

|  |  |
| --- | --- |
| **Yellow or Green eye discharge** /Red or pink eye with clear constant tearing/or Conjunctivitis | 24-48 hours after starting the eye drops and **no discharge** *\*recommend seeing eye specialist for diagnosis* |
| Ring Worm or other unidentified rash | 24 hours after starting medication –Dr’s note req. |
| Strep Throat | 48 hours after being sent home and on antibiotics |
| Diarrhea/Vomiting/Fever | 36 hours after being sent home and symptom free |

*\*Please Note****: Licensing rule .0804 and Sanitation law .2827 require the School Director and Staff to maintain the health and wellness of all children while they are at the school.*** *For that reason, admittance back into the School following an absence due to health-related reasons is at the sole discretion of the School Director and/or the Staff. This also applies when a child becomes ill while at School and must leave due to due to illness*.

I (we) have read and understand the policies and procedures outlined in the Charlotte Child Development Center Family Guide and agree to follow all the policies contained within.

We understand that this is a “live” document and that policies and procedures are subject to change without prior notice.

**Parent Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Director Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

*Charlotte Child Development Center is an equal opportunity organization and does not discriminate based on age, sex, race, color, religion, sexual orientation, or national origin.*

End of Handbook 8/29/2020